

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

**OneTone Telecom, Inc.**

QUARTER / YEAR

3rd / 2010

Month:	JULY	AUG	SEPT
Number of Customer Access Lines	<u>2725</u>	<u>2811</u>	<u>2824</u>
Trouble Reports / Access Line (%)	<u>4.872</u>	<u>4.632</u>	<u>4.912</u>
Customer Out of Service Clearing Times (%)	<u>86.22</u>	<u>87.12</u>	<u>88.32</u>
New Installs Completed w/in 5 Days (%)	<u>92%</u>	<u>91.12</u>	<u>93.22</u>
Commitments Fulfilled (%)	<u>98.22</u>	<u>99.2</u>	<u>97.62</u>

Comments / Explanations: \_\_\_\_\_

Person Making Report / Contact Information: Ryan Wilson